



Elaine M. Divelbliss
Senior Counsel
Sprint Nextel Corporation
10 Independence Boulevard
Warren, NJ 07059
(908) 660-0358

Via Electronic Submission

April 10, 2013

Ms. Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street, SW
Room TW-A325
Washington, DC 20554

Re: Ex Parte Presentation
WC Docket 11-42

Dear Ms. Dortch:

By letter dated November 18, 2011, Sprint Nextel Corporation (“Sprint”) provided in an ex parte notice a summary profile of Lifeline customers served by the Assurance Wireless branded service offered by Sprint affiliate Virgin Mobile USA, L.P. That profile was based on the results of a quarterly customer survey that continues to be conducted regularly by the Assurance Wireless brand.

With this letter, Sprint is providing a current snapshot of Assurance Wireless Lifeline customers, in advance of the congressional hearing scheduled for April 25 and in light of the ongoing concerns of fraud, waste and abuse in the federal Lifeline Assistance program – concerns that were squarely addressed by the Commission’s February 6, 2012 Lifeline Reform Order and the amended Lifeline rules through a host of measures supported by Sprint.

The results of the most recent Assurance Wireless survey conducted in December 2012 yield the following information about Assurance Wireless Lifeline customers:

- The average Assurance Wireless customer is a 47 year-old woman with an average household income of less than \$14,000/year.
- 60% of customers are over the age of 45, and nearly a third of customers are over 55 years old.
- 79% of customers have a household income below \$15,000/year.
- Assurance Wireless customers are racially and ethnically diverse: 53% are Caucasian, 30% are African American and 10% are Hispanic.



- 36% of respondents indicated that they are disabled.
- 32% of respondents indicated that they are temporarily unemployed.
- Over half of respondents indicated that they use Assurance Wireless to stay in touch with their current employer or to seek employment.
- 54% indicated that they use Assurance Wireless service to stay in touch with doctors and for other health care-related purposes.
- Nearly 50% are new to wireless service (Assurance Wireless Lifeline service is their first wireless service).
- Over 75% use only their wireless phone and do not have a landline.

Pursuant to Section 1.1206 of the Commission's rules, this letter is being filed electronically in the above-referenced docket. If you have any questions, feel free to contact me at (908) 660-0358.

Sincerely,

A handwritten signature in black ink, appearing to read "Elaine M. Divelbliss", written in a cursive style.

Elaine M. Divelbliss

cc: Kimberly Scardino
Jonathan Lechter